



Delivery Terms & Conditions

Delivery Service

- Deliveries are available within selected areas in and around Middelburg.
- Delivery availability is subject to driver capacity and delivery zones.
- Ginelli's reserves the right to decline deliveries outside the service area.

Delivery Time Slots

- Delivery time slots are allocated on a first-come, first-served basis.
- Requested delivery times cannot be guaranteed during peak periods.
- Customers will be advised of their allocated delivery slot when their order is confirmed.

Ordering

- Orders must be placed via WhatsApp on **082 220 6436**.
- A Ginelli's representative will contact the customer to confirm the order, delivery slot and payment details.
- Orders are only considered confirmed once accepted by Ginelli's.

Minimum Order & Delivery Fee

- Minimum order value: **R200**
- Standard delivery fee: **R49**
- Delivery fees may be adjusted for special circumstances or extended delivery areas.

Payment

- Deliveries are cashless.
- Payment must be made via card.
- Payment is required at the time of delivery.

Delivery Responsibility

- Deliveries are performed in cooperation with ZIPGO.
- Delivery times are estimates and may be affected by traffic, weather conditions, road closures or other unforeseen circumstances.
- Ginelli's and ZIPGO will make every effort to ensure orders are delivered within the allocated delivery window.

Customer Availability

- Customers must ensure that someone is available to receive the order at the delivery address provided.
- Incorrect addresses or unavailable recipients may result in delays or additional delivery charges.

Order Accuracy

- Customers are encouraged to check their order upon delivery.
- Any concerns regarding missing or incorrect items should be reported to Ginelli's as soon as possible.

Product Availability

- Menu items are subject to availability.
- If an item is unavailable, a suitable alternative or refund option will be discussed before the order is finalised.

Parking Pickup Alternative

- Should delivery slots be fully booked, customers may still place takeaway orders for collection via Ginelli's Parking Pickup service.